

## **User Questions and Answers from the 9/5/2014 Iowa TIER Support Webinar**

We had a wonderful turnout for our webinar. Many thanks to all who attended! We have addressed the limited user access issue, so feel free to attend anytime!

There were lots of great questions asked by our users. Here is a recap of some of those questions and answers –

### **Iowa TIER Support Webinar Questions**

Q: “Will these webinars be placed on the DE website?”

A: Yes. You can find them here (please allow us some time to capture and edit the Q&A document):

[https://www.educateiowa.gov/early-literacy-implementation#Technical Assistance Sessions](https://www.educateiowa.gov/early-literacy-implementation#Technical_Assistance_Sessions)

### **Single User Access Role Type Assignment and Staff Management**

Q: “What role should be assigned to someone who should have access to a number of different grade levels and classrooms for giving FAST assessments?”

A: The best role for this case would be as a Universal Screener. They have building level access in order to be able to view all students within a single building, but they do not have access to student data, progress monitoring, or interventions. If these functions are required for a user, you would set up the Site User role. For more information, you can go to the TIER Knowledge Base, and type in the keywords “User Role”.

Q: “How can a teacher access other grade level teachers’ students?”

A: If a teacher requires access to another class other than the one they teach, they would need to have their role changed to a Site User or Universal Screener, depending on whether they need to access to the student data afterwards.

Q: “How many Site Users can I set up for a single building?”

A: You can set up as many Site Users as you will need for a single building. The caveat here is to try to keep a user role matched as close as possible to the user’s needs. If the user does not need to have access to the student data afterwards, you can set them up with Universal screener access. If a user only needs access to a single class, they can be set up with the Teacher role.

Q: “I have two teachers who have Teacher user roles, but can’t see the icon to get access to reports and student scores. What should I do?”

A: If you have verified that they have the Teacher role and not the Universal Screener role, then please contact an internal coach in order to submit a support ticket. One thing to bear in mind is your network as well. In a slow network, the page may not fully load. If this is the case, try refreshing the page in your browser to see if it will restore full functionality.

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### A&A (EdPortal) Account Setup

No questions at this time.

### Accessing Iowa TIER via the Iowa EdPortal

Q: "I am able to log into my EdPortal with my A&A account, but I can't see the Iowa TIER tab. Our building has the roles set up correctly in our SIS. What should we do?"

A: The first thing to do would be to log into the portal and in the upper right corner of the page, click on the district name in the selector and switch to the building (if available). The Iowa TIER link should show up in the pale blue bar. If this does not work, have an internal coach look at the staff list in TIER. They can see if you have the correct building assignment, TIER user role, and email address needed in order for TIER and EdPortal to sync up correctly. You can also check your A&A account to make sure your email address matches the one in TIER.

### Reporting

Q: Are the other detailed reports available that are more detailed than the One-Click Reports?

A: There are several features within One-Click reporting that can enhance functionality such as graphing tools for student data. This can be used for things like proficiency assessments, student distribution data within a class, and several summary reports. There is more functionality that will be introduced this fall that is not currently available, such as more detailed progress monitoring charts.

Q: "Is the One-Click Reporting feature working? I tried it and student data doesn't appear."

A: The One-Click reporting feature should be functional, but there might be some other factors at play. The role that you have could be that of a universal screener, which doesn't allow viewing reports, or you could be on a slow network that might not allow the reports to work well. If you continue to experience this issue, please have an internal coach submit a support ticket for further follow up. Please include specific details on the ticket.

Q: "I am a Site User, and when I go to One-Click Reports, I can only see K and 1. Is there somewhere else that I need to look for data?"

A: If there is an issue where you should have access to a particular class or building but are unable to view the data via One-Click Reporting, please have an internal coach submit a support ticket for further follow up. There is a possibility that the building didn't get all the reports assigned to them. Make sure to include teacher name, grade, building, and district. Also make sure you are clicking on the big blue buttons to start with the correct reports.

Q: "When I log into the One-Click reports, all I see are the composites only. Where are all of the individual student report icons as shown in the video about reports?"

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A: The video might have been showing some functionality in the FAST system which we do not currently have access to.

Q: "When will we be able to print reports that are more detailed about students who are at risk or with some risk?"

A: We are currently working with our vendor to develop these reports after our Fall screening window is completed.

Q: "Will we be able to see reports as soon as we're done testing, or will we have to wait until the window closes on October 10<sup>th</sup>?"

A: You can view One-Click reports instantly and they will change in real time. Summary reports are currently not available.

### **Testing and Measurement**

Q: "We are behind with getting started. What if our school doesn't meet the Fall testing window deadline?"

A: We believe that with the extension of the Fall testing window deadline to October 10<sup>th</sup>, you should be able to get the testing done. The recommendation is to do the majority of assessments within a two week window allowing for retakes and other adjustments, but also remember that this is not a race. The idea is to make sure that testing is done thoroughly. If any further technical issues are discovered, please let us know by submitting a support ticket or by emailing [TIERsupport@iowa.gov](mailto:TIERsupport@iowa.gov) and we'll do our best to help you get back on track.

Q: "We had a situation that requires the student to retake the Fall test. How would we go about resetting the test?"

A: There are two methods that you can follow. You can either –

- Retake the test – an internal coach can perform this instantly to be re-administered, but the previous score will remain in the system until the test is completed again.
- Reset the test – an internal coach must submit a support ticket to the TIER Support team along with a reason for the reset. When a full test reset is done, all previous scores are wiped clean.

Regardless of which option you use, you will need to contact an internal coach.

Q: "We tried to test aReading today and when a student was ready to test, it froze up. When we went back into it, the system said "at vendor". When it says this, can we complete this test?"

A: "At Vendor" means that the test is not completed and is still in progress. Either someone else is currently testing that student, or the test may not have been closed properly, i.e. a browser crash or the

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test had been submitted incorrectly. This should reset after a period of time, certainly by the next day. If it does not, please have an internal coach submit a support ticket for investigation.

Q: "Will the FAST results be used for the Kindergarten Literacy (KLA) which were required for SRI in the past?"

A: Yes, FAST can be used for KA. You will need to indicate that you are using FAST in SRI. (specific directions will follow later)

### **Staff Training and Certification**

Q: "I couldn't find some of the answers to the quizzes when certifying, especially the ones regarding the data reports. I finally guessed to learn from my mistakes. Where can we go to find info on the data reports so we are ready when we can access them?"

A: There are some quiz questions (questions 4-8) that are not taught in the tutorial as they will not apply to TIER. We have provided the answers to these questions before the quiz.

Q: "Does the teacher need to be certified in aReading even though they won't be scoring this test?"

A: You'll need to be certified in any assessment you will be performing. Although certification has been temporarily waived, it is a good idea to go ahead and get certified in as many areas as needed.

Q: "Can we change a teacher's role after they are certified?"

A: Yes. Certification metrics are kept separately from user roles and will not be affected.

### **Student Management**

Q: "Is there an easier way to log into a lab setting without the teacher having to type in their user name and password into each testing computer?"

A: No. The reason behind this is due to federal privacy laws and network load bearing issues. The best way to go about setting up a lab is to give yourself plenty of time for setup, and to confirm that you have gone from TIER into the FAST environment. By doing so, you will have logged your ID out of TIER and moved forward into the aReading assessment for the individual student.

Q: "We have three students who were listed twice in Iowa TIER. How would we delete them?"

A: You cannot delete any student info in TIER. This is something that should be updated in your local SIS. If you continue to experience an issue, please have an internal coach submit a support ticket. We are currently working on several issues related to duplicate students.

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Q: "Our K students do not show up at all in the teachers' PC's, yet they show up in mine. Is this a SIS setup issue in how the students need to be set up with a class assignment or a homeroom assignment?"

A: In order for a user with the TEACHER role to see students, there must be a class scheduled, with the students and teacher assigned. This is NOT the same as a homeroom, necessarily. The best way to describe this is "like the older kids". This can be a single class for the teacher called Mrs. Brown's TIER group if you want.

Q: "We have three students listed in our SIS who are not showing up in TIER. What should we do?"

A: Have an internal coach submit a list of students by way of a support ticket to let us know that there is a bug is most likely the quickest way to get this issue resolved. Screenshots are even better in order to help us troubleshoot and isolate root cause of an issue. There might also be a user role conflict, i.e. a teacher who is trying to view a student in another class than their own. Always have an internal coach search the student list in Iowa TIER. Use the name field and search on first or last name (it is even feasible to search on a character string from a name in case there is a misspelling).

Q: "If we have students who were in our SIS but have moved since then, should we submit a support ticket to let you know? They are currently showing up in TIER."

A: No notification is needed as the SIS should take care of eventually updating everything. There is currently a known issue with former and duplicate students that is going to be addressed with a system fix soon. We'll let everyone know when this happens.

Q: "Why would students' local ID Numbers from our SIS not match up with TIER?"

A: If you detect an issue with information not matching up, please contact an internal coach in order to submit a support ticket. Please make sure you have included all relevant student info (Name, student #, teacher, building, etc.) and a screenshot of the error.

Q: "Our HSAP students show up in our system, but we won't be testing them. Do we need to worry about this?"

A: No. They will not impact reporting. Please do not remove them from the system. There is a dropdown you can use for stating a reason why they are not being tested.

Q: "Will training for progress monitoring be provided at some point?"

A: Yes. We will provide training in the near future. There is also a webinar coming up for Universal Screening and Progress Monitoring on September 18<sup>th</sup>. Stay tuned for further details.

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### SIS (Infinite Campus, JMC, and Power School) Functionality

Q: “Is there an error report that shows what information is being pulled from the SIS that isn’t showing up in TIER?”

A: Unfortunately, no there isn’t. If you are verified in your SIS that everything is correct but the student info is still not showing up, please contact an internal coach and have them submit a support ticket for follow up.

### Technical Requirements

Q: “We had an incident this morning where we were testing students, and the system started freezing. Our IT guys said that everything was okay on our end. Any thoughts?”

A: There are occasional system loads that will cause some occasional slowness in TIER, especially during peak use hours (typically around midday.) The best thing to do in situations like this is to plan ahead. TIER does use a fair amount of local system resources which would require some additional network bandwidth and local client processor usage, so it might be a good idea to check with your local IT department to make sure the testing PC’s are cleaned up and that your local network traffic is minimal. (You’d be amazed at how much streaming sites like Pandora or YouTube can clog up the network!)

### Iowa TIER Support Ticketing System

Q: “Who can we call to talk through issues with staff not being able to get into assessments yet?”

A: We are in the process of trying to channel all TIER support issues through our Support Ticketing system, but if there is an issue that would prevent you from being able to access the ticketing system then please email us at [TIERSupport@iowa.gov](mailto:TIERSupport@iowa.gov). It is a shared mailbox that is constantly monitored and we will respond to you as soon as we can.

Q: “How do we go about submitting support tickets?”

A: Only those who have Internal Coach access can submit support tickets. They may do so by going to the TIER Knowledge Base and going to a link at the top of the page that says “Submit a Request”. There are detailed directions for submitting tickets posted in the knowledge base.

Q: “Why do we need to go through the TIER Support Ticketing system? We were doing just fine emailing/calling Connor and/or Janell”.

A: Contacting multiple people directly and submitting multiple tickets for the same issue can cause wasted time with multiple people researching and responding to the same issue instead of time that could be spent answering the next person’s question. The amount of schools coming on to the TIER system this year versus last year is somewhere around 600%, and has become far too large and complex for two people to handle by email and phone alone.

By utilizing the TIER Support Ticketing system, we can now do the following things –

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- Keep better track of issues through thread documentation. No more lost emails.
- A group of people are now watching the tickets instead of just one person. This greatly increases rapid response time. What used to take days can now be responded to in hours. (Sometimes even minutes!)
- All documentation and screenshots in the thread are stored in one central place that all interested parties can view. No more lost in translation or losing track issues.
- All information is stored for reporting, and can be used for root cause analysis and problem management. Through this, we can start detecting trends and patterns that could help us to prevent potential further issues.
- Information located in solved tickets can help us build a more effective knowledge base that can help to possibly avoid any future issues by getting you the information you need beforehand.

If there is an issue where you are unable to access the Support Ticketing system and are also unable to contact another internal coach, please email us at [TIERSupport@iowa.gov](mailto:TIERSupport@iowa.gov) and we will follow up with you.

Q: “Is there someplace where we can submit suggestions or talk to others with new ideas?”

A: Yes. We have an idea forum in our TIER Knowledge Base where you can post a suggestion for improvement, and vote on or comment on other improvement ideas. The coaches’ forum is a location to share an idea or a question with your peers.

If you would like to get access to the latest Q&A documents, please go to the DE website at <https://www.educateiowa.gov/early-literacy-implementation>, click on “A to Z index”, click on “E”, and find “Early Literacy Implementation”. Scroll down to find “Supporting Documents” and other documents that deal with setup.

If you are still unable to get into Iowa TIER, please contact us at [TIERSupport@iowa.gov](mailto:TIERSupport@iowa.gov)

For all other Iowa TIER issues, please contact an internal coach and have them submit a support ticket.